

## Frequently Asked Questions

### Online Filing of Quarterly Wage, Contribution and Employment and Training Assessment Report (UC-B6) and payment of contributions

#### General Information

Question: What is HUI Express?

Answer: Hawaii Unemployment Insurance (HUI) Express is a secure and easy way to file your Quarterly Wage, Contribution and Employment and Training Assessment Report, Form UC-B6 and make payment on-line. Download a free Quarterly Wage Reporting System (QWRS) software program to prepare your business' wage and contribution reports and calculate your unemployment insurance (UI) contributions.

Question: What are the basic steps of the filing process?

Answer: The basic filing steps are:

- Step 1: Register for online filing
- Step 2: Download QWRS program and prepare your reports
- Step 3: Login at: <https://hui.ehawaii.gov/hui>
- Step 4: Submit Wage Report
- Step 5: Upload Contribution Report (not considered submitted)
- Step 6: Submit Contribution Report/Make Payment
- Step 7: "Thank You" page confirms the contribution reports and payments submitted.

If for any reason you have cancelled out of the payment process, your contribution report has NOT been submitted yet. You must return to the "Submit Contribution Report(s)" page, change the amount you would like to pay in the appropriate space provided and submit the report.

Question: Do I need to register to use the Internet filing program?

Answer: Yes. You will need your 10-digit Department of Labor (DOL) account number, Federal Employer Identification number (FEIN) and your own e-mail address.

Question: If I report for more than one employer account, do I need to register for each employer?

Answer: No. Authorized employer representatives such as Service Bureaus, Accounting Practitioners and Parent Companies can report for multiple employer accounts by registering only once.

Question: How do I apply to file online?

Answer: Go to: <https://hui.ehawaii.gov/hui> to create an eHawaii.gov portal account and then "link your account" to HUI Express. Follow the instructions to link your portal account to the HUI Express by completing the HUI Express application.

Question: How will I know that you have processed my application for online filing?

Answer: You will receive a confirmation e-mail that your application is being reviewed and another email notifying you of the status of your application that will serve as proof that we have received and processed your application. If your application is approved, you can log-in and send reports. If your application is pending, you will be directed to return to the HUI Express website and enter any missing or incorrect information. If your application is not approved, the reasons for disapproval will be included in the e-mail confirmation. Your receipt of the confirmation e-mail will also verify that your e-mail address is correct.

Question: Are there any other formats accepted for online filing?

Answer: Yes. Besides the QWRS software program, there are two Record Layouts for Programmers; one for the wage detail and another for the contribution/tax report. Both require a submittal of an application and test file before the layouts can be used. The contribution layout is only accepted via the

Internet and payment is required to be submitted online. Go to: <http://labor.hawaii.gov/ui> and click on, "Record Layout for Programmers" link.

Question: Our Company uses the Magnetic Media Record Layout for wage detail filing. Can we file online?

Answer: No. Use the QWRS software prepare the wage file or use the wage record layout to create if yourself. Go to: <http://labor.hawaii.gov/ui> to download QWRS or click on, "Record Layout for Programmers" link. You must submit an application and test file before the layout can be used. Once your test file is approved, you may submit wage reports online.

Question: There is no payroll; do I need to file a report?

Answer: Yes. Active employers with no payroll must continue to submit Form UC-B6 with "No Payroll" until such time that there are no longer employees and/or business has terminated. The QWRS program can be used to submit the "No Payroll" online.

Question: If I begin filing on the web site, will I continue to receive the Form UC-B6, Quarterly Wage, Contribution and Employment and Training Assessment Report in the mail?

Answer: Yes. Even if you file your reports on the Internet, you will continue to receive your Form UC-B6 in the mail.

### **Using the QWRS Software Program**

Question: How can I get the new QWRS software program?

Answer: Go to: <https://hui.ehawaii.gov/hui> and click on "Download Software" and follow the download instructions.

Question: What are the System Requirements?

Answer: The recommended requirements are:

- Microsoft Windows compatible PC with a Pentium processor, 200MHz or faster
- Windows 95 or above with the latest service packs applied
- 256 MB of RAM
- 20 MB of free hard disk space
- Internet access to take advantage of submitting reports and payment online

Question: How does the QWRS software program work?

Answer: You create a database for each employer with the employer's tax rate, wage base and account number for a specified year. Then enter the employees' quarterly wages or import the wage information from an Excel spreadsheet. The program calculates the total, excess, taxable wages and contributions due. An electronic file is created for the wage and contribution reports to send online. For CD and diskette filers, only a wage file is created for electronic filing. A paper copy of the Form UC-B6 must be mailed with payment to the UI office.

Question: I'm using the old QWR DOS diskette. Can I change to the QWRS software program?

Answer: Yes. Install the new QWRS software program. Open the program and select "File", then select "Import data from old QWR program." Select the old journal file you wish to import then click "Open." The employer information and employee wage data will be imported thus eliminating the need to retype the data.

Note: Import the wage journal file, i.e.: 'WAGES' or the filename you created for the employer from the old QWR program. Do not import the files transmitted to UI, i.e.: L654321L.001. See User's Manual, located on the QWRS software program for the "Importing Wages from Old QWR DOS program" section.

Question: Can the QWRS program be used to report for more than one employer account?

Answer: Yes. Authorized employer representatives such as Service Bureaus, Accounting Practitioners and Parent Companies can use the QWRS software program to report for multiple employers in a single

file. Register online as a Multiple Filer and obtain a reporting number to turn the multiple filer function "on." This allows for multiple employer reports to be filed in a single file that can be sent via the Internet.

Question: How do I know the reports and payment submitted were actually received by the Unemployment Insurance Division?

Answer: For wage reports, click on "Submit Wage Report" to send the file. The file has been sent if you receive a successfully transmitted message. For contribution reports and payment, the "Thank You" page confirms the reports and payment were successfully submitted. The date that you successfully "submitted" the reports will be the filing date. Throughout this process you will receive the following confirmation emails and an email receipt for payment:

- Submitted Wage Report
- Uploaded Contribution Report (**not considered submitted**)
- Receipt of Payment
- Submitted Contribution Report with remittance amount, if any (**considered submitted**)

Question: When are the reports and payment submitted actually received by the Unemployment Insurance Division?

Answer: All dates and times are based on Hawaii Standard Time (HST). Thus, it is possible for a taxpayer to file his report late based on the taxpayer's physical location and time of the filing but be considered timely filed because HST is being used for the received date. You will receive a confirmation e-mail that will serve as proof that your file was submitted. You may also check "View History" in your online account to view the date and time the reports were submitted.

Question: Can the QWRS program be used without sending reports online?

Answer: Yes. The wage report can be copied to a CD or diskette and mailed to Unemployment Insurance Division. Mail CD and diskettes to: Unemployment Insurance Division, P.O. Box 1200, Honolulu, HI, 96807-1200. **You MUST mail the Form UC-B6 which was printed from the QWRS program along with payment to: State Tax Collector, P.O. Box 3223, Honolulu, HI, 96801-3223.** Make check payable to: "Hawaii State Tax Collector."

## Payment Process

Question: How do I remit payment for the reports that I file through the web site?

Answer: Payments may be submitted via eCheck (ACH debit), an electronic check processing service, or by credit card charge. MasterCard, Visa, Discover and American Express cards are accepted. There is a 2.2% administrative fee for credit card payments.

**NOTE: Until you "authorize" the payment, you will still have an opportunity to cancel the payment transaction.**

Question: How will I know that my reports and payment have been processed?

Answer: Whenever you "submit" a wage or contribution report, you will immediately receive an email confirmation. The confirmation will show the name of the file submitted and the date and time of the filing. When you "submit" a payment, you will immediately receive an email receipt showing your name, the employer account number, payment amount, reference number and date and time of filing. The receipt and "submitted" confirmation e-mail are your "proofs of filing." You may also check "View History" in your online account to view the date and time the reports and payment were submitted.

If for any reason you have cancelled out of the payment process, your contribution report has **NOT** been submitted yet. You must return to the "Submit Contribution Report(s)" page, change the amount you would like to pay in the appropriate space provided and submit the report.